C

Canadian Configurations

When converting an existing FTD Mercury system to take advantage of the new features provided in FTD Mercury 7.1, you must perform the following configurations:

Set the Store to Canada

For stores that were previously configured as U.S. shops, you need to set the store as Canadian.

TASK   **To make the store a Canadian shop:**

1   In **Mercury Administration**, access the **General** screen.
2   In the **Country** area, select **Canada**.
3   Click **Apply** to save your changes before exiting this screen.
4   Exit **Mercury Administration** and FTD Mercury.

The next time you open Mercury Administration or FTD Mercury, the store will be set as a Canadian store.

Figure C-1: General Screen in Mercury Administration

Set and Verify Tax Codes

Once FTD Mercury can identify the store as Canadian, you can proceed with other configurations, the most important of which are setting up tax codes. You need to set the federal and provincial tax code labels (used when creating new tax codes and in some reports), set the federal and provincial tax rates, and then set up tax codes for local orders, outgoing orders being sent to a GST province, outgoing orders for HST provinces, and outgoing orders for the United States.

Set Federal and Provincial Tax Code Labels

The federal and provincial tax code labels are used when generating reports, and also as the column headings in the Tax Code screen in Mercury Administration. You should ensure these values are set correctly.

TASK **To set the federal and provincial tax code labels:**

1 In **Mercury Administration**, access the **Tax Code** screen.

2 In the **Federal Tax Label** field, enter the label you want to use for the Federal tax. This should be **GST** or **HST**, depending upon your type of province.

3 In the **Provincial Tax Label**, enter the label you want to use for the provincial tax. This should be **PST** or **QST**, depending on your province.

4 Click **Apply** to save your changes before exiting this screen.

Figure C-2: Tax Code Screen with Tax Labels

| Federal Tax Label: | GST |
| Provincial Tax Label: | QST |

Description	GST	PST	Rounding	Tax Code	Tax On Tax
Tax Exempt	0.000	0.000	4-5 Split	TE	☐
Cash Sales	0.000	0.000	4-5 Split	CS	☐
Interstate Commerce	2.000	0.000	4-5 Split	IC	☐
Not Applicable	0.000	0.000	4-5 Split	NA	☐
No Tax	0.000	0.000	4-5 Split	NT	☐
	0.000	0.000	4-5 Split		☐
	0.000	0.000	4-5 Split		☐
	0.000	0.000	4-5 Split		☐
	0.000	0.000	4-5 Split		☐

Apply   Undo

Set Federal and Provincial Tax Rates

After you have configured the federal and provincial tax rate labels, you need to ensure your local tax rate is defined as a tax code with the correct federal and provincial tax percentages defined.

If your default tax code is already in the tax code grid, you need to ensure the tax percentages for federal and provincial taxes are correct.

TASK   **To set the correct percentages for the tax code you intend to use as your store default:**

1   In **Mercury Administration**, access the **Tax Code** screen.

2   If the tax code you intend to use as the default is not already present in the grid, click in the blank row at the bottom and enter the name for it in the **Description** column. FTD recommends you name your default tax code as your province abbreviation with the words Sales Tax after it (for example, if your store is in Ontario, you should name your default tax code as `ON Sales Tax`).

3   In the column that has the same label as your **Federal Tax Label** (either GST or HST), enter the correct GST or HST tax percentage.

4   In the column that has the same label as your **Provincial Tax Label** (either PST or QST), enter the correct PST or QST tax percentage.

5   Click in the **Rounding** column and select the type of rounding you want to use.

6   In the **Tax Code** column, enter a two or three letter abbreviation for your tax code.

7   If your provincial sales tax should be applied on the federal sales tax, select the check box in the **Tax on Tax** column.

8   Click **Apply** to save your changes before leaving this screen.

Figure C-3: Tax Code Screen with Default Tax Rate

Add and Modify Tax Codes

You need to modify the tax code for orders that are sent to the United States, and you need to add additional tax codes for wire out orders sent to GST and HST provinces.

Modify the Tax Code for Orders Sent to the United States

The Interstate Commerce tax code is used for outgoing orders you send to the United States.

TASK   **To set the tax percentages for orders destined for the United States:**

1   In **Mercury Administration**, access the **Tax Code** screen.
2   In the **Interstate Commerce** row, set the value of the federal sales tax (which will be labeled **GST** or **HST**) to 0.
3   Set the value of the provincial sales tax (which will be labeled **PST** or **QST**) to 0.
4   Ensure **Tax on Tax** is not selected.
5   Click **Apply** to save your changes before exiting this screen.

Figure C-4: Tax Code Screen with Interstate Commerce Rate

Description	GST	PST	Rounding	Tax Code	Tax On Tax
Tax Exempt	0.000	0.000	4-5 Split	TE	☐
Cash Sales	0.000	0.000	4-5 Split	CS	☐
Interstate Commerce	0.000	0.000	4-5 Split	IC	☐
Not Applicable	0.000	0.000	4-5 Split	NA	☐
No Tax	0.000	0.000	4-5 Split	NT	☐
QC Tax	6.000	7.500	4-5 Split	QTX	☑
	0.000	0.000	4-5 Split		☐
	0.000	0.000	4-5 Split		☐
	0.000	0.000	4-5 Split		☐

Federal Tax Label: GST

Provincial Tax Label: QST

[Apply] [Undo]

Create a Tax Code for Outgoing Orders Sent to GST Provinces

TASK   **To create a tax code for outgoing orders sent to GST provinces:**

1 In **Mercury Administration**, access the **Tax Code** screen.
2 In the blank row at the bottom of the grid, click in the **Description** column and enter `GST with No PST`.
3 In the column with the same name as the **Federal Tax Label** (either **GST** or **HST**), enter the correct tax rate for **GST** provinces.
4 In the column with the same name as the **Provincial Tax Label** (either **GST** or **PST**), set the value to 0.
5 Click in the **Rounding** column and select the type of rounding you want to use.
6 In the **Tax Code** column, enter `GSTNPST`.
7 Ensure the check box in the **Tax on Tax** column is not selected.
8 Click **Apply** to save your changes before exiting this screen.

Figure C-5: Tax Code Screen with GST with No PST Tax Code

Federal Tax Label: GST

Provincial Tax Label: QST

Description	GST	PST	Rounding	Tax Code	Tax On Tax
Tax Exempt	0.000	0.000	4-5 Split	TE	☐
Cash Sales	0.000	0.000	4-5 Split	CS	☐
Interstate Commerce	0.000	0.000	4-5 Split	IC	☐
Not Applicable	0.000	0.000	4-5 Split	NA	☐
No Tax	0.000	0.000	4-5 Split	NT	☐
QC Tax	6.000	7.500	4-5 Split	QTX	☑
GST with No PST	6.000	0.000	4-5 Split	GSTNPST	☐
	0.000	0.000	4-5 Split		☐
	0.000	0.000	4-5 Split		☐

Apply   Undo

Create a Tax Code for Outgoing Orders Sent to HST Provinces

TASK   **To create a tax code for outgoing orders sent to HST provinces:**

1   In **Mercury Administration**, access the **Tax Code** screen.
2   In the blank row at the bottom of the grid, click in the **Description** column and enter HST with No PST.
3   In the column with the same name as the **Federal Tax Label** (either **GST** or **HST**), enter the correct tax rate for **HST** provinces.
4   In the column with the same name as the **Provincial Tax Label** (either **GST** or **PST**), set the value to 0.
5   Click in the **Rounding** column and select the type of rounding you want to use.
6   In the **Tax Code** column, enter HSTNPST.
7   Ensure the check box in the **Tax on Tax** column is not selected.
8   Click **Apply** to save your changes before exiting this screen.

Figure C-6: Tax Code Screen with HST with No PST Tax Code

Federal Tax Label: GST

Provincial Tax Label: QST

Description	GST	PST	Rounding	Tax Code	Tax On Tax
Tax Exempt	0.000	0.000	4-5 Split	TE	☐
Cash Sales	0.000	0.000	4-5 Split	CS	☐
Interstate Commerce	0.000	0.000	4-5 Split	IC	☐
Not Applicable	0.000	0.000	4-5 Split	NA	☐
No Tax	0.000	0.000	4-5 Split	NT	☐
QC Tax	6.000	7.500	4-5 Split	QTX	☑
GST with No PST	6.000	0.000	4-5 Split	GSTNPST	☐
HST with No PST	14.000	0.000	4-5 Split	HSTNPST	☐
	0.000	0.000	4-5 Split		☐

Apply   Undo

Configure Store Settings

Once you have set up your tax codes, you need to configure settings for your store that are specific to Canadian shops.

TASK   **To configure store settings for a Canadian shop:**

1   Open **Mercury Administration** and access the **Store Settings** screen.
2   Verify the store address.
3   Verify the province in the **Province** list is correct for your store's physical location.
4   From the **Default Tax Code** list, select the local default tax rate.
5   From the **Default Delivery** list, select the default delivery zone. This is optional.
6   In the **US Exchange Rate** field, enter the local currency exchange rate.
7   In the **GST ID #** field, enter your GST ID number.
8   Click **Apply** to save your changes before exiting this screen.

Figure C-7: Store Settings Screen

Configure Wire Service Exchange Rate and Fill Order Multiplier

Wire service exchange rates and fill value multipliers are published in the Florist Directory provided by each wire service, and may be unique for each wire service. Each wire service provides the fill value multipliers for use in GST, HST, and Quebec provinces.

TASK **To set the conversion rate and multiplier for a directory service:**

1   In **Mercury Administration**, access the **WireServices** screen.

2   In the **Wire Service** area, select the wire service for which you are setting the exchange rate and conversion chart multiplier.

3   In the **Current Exchange Rate** field, enter the exchange rate percentage to use when converting U.S. funds to Canadian funds for the selected wire service. For FTD, you should get this value from the printed FTD Florist Directory.

4   In the **Conversion Chart Multiplier** field, enter the conversion rate multiplier for your province. For FTD, you can get this value from the printed Florist Directory.

5   Click **Apply** to save your changes before exiting this screen.

Figure C-8: WireServices Screen

Configure and Update Delivery Zones

After you have configured store settings and exchange rates, you need to configure and update delivery zones so the correct taxes are applied to them.

Tax Hierarchy

FTD Mercury applies taxes for products based on a hierarchy. If the highest level in the hierarchy does not apply, FTD Mercury checks to see if the next level should apply.

Table C-1: Tax Hierarchy

Tax	Description
Customer	If the customer is tax exempt, all products and fees are considered tax exempt.
Product	If the product or fee has its own assigned tax code, this will be applied (as long as the customer is not tax exempt).
Zone	If a Delivery Zone tax code exists, use this delivery zone tax on the orders (except ones that have product taxes assigned to them or if the customer is tax exempt).
Store	If none of the other taxes apply, use the default store tax code.

Remove Tax Codes on Products

Beginning with FTD Mercury 7.1, there is no need to have taxes on product codes except for products that are always taxed at a single rate. For example, you may want to have product-based taxes on relay fees and service charges—which are always taxed at the local rate.

TASK   **To remove tax codes from all products:**

1   In **Mercury Administration**, access the **Delivery Zone** screen.
2   Click **Remove All Tax Codes From Products**.
3   Click **Apply** to save your changes before exiting this screen.

Figure C-9: Delivery Zone Screen—Removing Tax Codes from Products

Zone Name	Delivery Type	ZIP Code	Active	Print Forms	Charge	Type	Tax Code
N/A	Carry Out	00000	☑	☐	$ 0.00	Postal Code	
Wire Out	Wire Out	00000	☑	☑	$ 0.00	Postal Code	
Pick Up	Pickup	00000	☑	☑	$ 0.00	Postal Code	
Local	Local	60515	☑	☑	$ 5.00	Postal Code	
Pool	Pool	00000	☑	☑	$ 0.00	Postal Code	
Test Addres	Local	00000	☑	☑	$ 5.00	Address	
Test Addres	Local	00000	☑	☑	$ 0.00	Address	
Zone1	Local		☑	☑	$ 6.95	Map	
Zone2	Local		☑	☑	$ 8.95	Address	
	Local	00000	☑	☑	$ 0.00	Postal Code	

Pool Address   Apply   Undo   Remove   **Remove All Tax Codes From Products**

Create Provincial Delivery Zones for Outgoing Orders

To ensure the correct taxes are applied for outgoing orders, you need to create delivery zones for each province (including for orders that are within your province, yet are outside of your local delivery zones, necessitating a wire out order). Depending on whether you are licensed for Mercury Delivery, there are two different procedures to follow to set up these wire out zones.

Creating Outgoing Provincial Zones for Mercury Delivery Users

FTD recommends that you use the provincial map zone utility to create a map zone for each province. With that in mind, FTD Mercury includes a utility that will create province map zones automatically.

TASK   **To use the provincial map zone utility to create province map zones:**

1   Close **Mercury Administration** and **FTD Mercury**.
2   Click the **Windows Start** menu, point to **All Programs**, point to **Accessories**, and click **Windows Explorer**.
3   Navigate to the `C:\Wings` directory and double-click `CreateCanadianMapZones.exe`.
4   At the prompt asking if you want to create the zones, click **Yes**.
5   When the utility finishes creating the map zones, click **OK**.
6   Open FTD Mercury and log in.

7   On the **FTD Mercury Main Menu**, click **Delivery. Mercury Delivery** opens.

8   On the **Zone Management** menu, click **Zones**. The **Create Zone** window opens.

9   In the **Zone Details** area, from the **Zone Name** list, select the zone that begins with **FTD-** and includes the province name where your store is located. For example, if your store is in Ontario, select **FTD-Ontario**.

10   Click **Delete**.

11   You receive a warning `This will delete the zone permanently. Do you want to proceed?` Click **Yes**.

12   When you receive a message that the deletion successfully occurred, click **OK**.

13   Click **Create Zone**. When you receive a message informing you that creating a zone will clear all fields, click **Yes**.

14   In the **Zone Name** field, enter `FTD-` and your province name (the same value you removed in step 9. For example, if your store is in Ontario, enter `FTD-Ontario`.

15   In the **Delivery Charges** field, enter any charges for this zone.

16   From the **Zone Creation Type** list, select **Map.**

17   From the **Delivery Type** list, select **Wire Out**.

18   Leave the **Delivery Tax Code** value blank; you will set this later (in Editing Outgoing Provincial Zones on page C–13).

19   Click the **Freeform** button (⟳).

20   On the map, click a starting point for this zone. This should be right next to a point on one of your local delivery zones.

21   Using the freeform tool, draw a continuous line enclosing your province, but omitting your local delivery zones.

22   When you complete the drawing, double-click on the last point. You will see points throughout your line.

23   Click **Save**. Mercury Delivery will update your map. When it has finished, a message will appear. Click **OK**.

24   Click **Escape** to close the **Create Zone** window. You will receive a message that you need to restart all FTD Mercury clients before your changes take effect. Click **OK**.

25   Click **Escape** to close Mercury Delivery.

After using this utility, you need to assign the correct tax to each provincial zone created. This is covered in the Editing Outgoing Provincial Zones subsection of the Create Local Zones and Edit Provincial Zones section.

Creating Outgoing Provincial Zones for Users Without Mercury Delivery

If you are not a licensed Mercury Delivery user, you must create each province zone separately as a wire out zone.

TASK   **To create outgoing provincial zones when you do not have Mercury Delivery:**

1   In **Mercury Administration**, access the **Delivery Zone** screen.

2   In a blank row, in the **Zone Name** column, enter the name of the province for which you are creating a wire out delivery zone (for example, `Ontario`).

TIP   If you want to organize all of your provincial wire out zones together, begin each with the same letters. For example, you could prepend `WO-` to each province (resulting in `WO-Alberta`, `WO-Ontario`, `WO-Yukon`, etc.).

---

3   In the **Delivery Type** column, select **Wire Out**.

4   Leave the existing value in the **Zip Code** column. Because this wire out zone encompasses many postal codes, you will have to manually select this wire out zone when you are sending a wire out order to an address in this zone.

5   In the **Active** column, ensure the check box is selected.

6   In the **Print Forms** column, select whether you want to print an invoice when you send an order to this province by selecting or clearing the check box.

7   In the **Charge** column, enter a charge for sending to this delivery zone (if desired).

8   You will configure the **Tax Code** column later (in Editing Outgoing Provincial Zones on page C–13).

9   Repeat steps 2–8 for each Canadian province, including your own.

10 Click **Apply** to save your changes before exiting this screen.

You now need to assign the correct tax to each provincial zone created. This is covered in the Editing Outgoing Provincial Zones subsection of the Create Local Zones and Edit Provincial Zones section.

Create Local Zones and Edit Provincial Zones

IMPORTANT   Your local province has no tax code assigned, so the store default tax code is used.

Creating Local Zones Without Overriding Tax Codes

When you create new local zones within your province, you should not assign tax codes to these zones (regardless of whether you create local zones in Mercury Administration or using the Delivery Module). By not assigning an overriding tax code to new zones within your province, the tax rate for your store will be used for these delivery zones.

Creating an Out of Country/U.S. Zone

You need to create a delivery zone for out of country wire orders, with the correct tax code assigned to the delivery zone.

TASK   **To create a delivery zone for wire out orders that are destined for the United States (or out of country):**

1   In **Mercury Administration**, access the **Delivery Zone** screen.

2   Click in a blank cell in the **Zone Name** column and enter the name for the zone.

3   Click in the **Delivery Type** column and select **Wire Out**.

4   Ensure the **Active** and **Print Forms** columns have selected check boxes.

5   If you want to assign a delivery charge for that wire out zone, enter the charge in the **Charge** column.

6   In the **Tax Code** column, select the tax code **Interstate Commerce** (you modified this earlier).

7   Click **Apply** to save your changes before exiting this screen.

Figure C-10: Delivery Zone Screen with Out of Country Zone

Zone Name	Delivery Type	ZIP Code	Active	Print Forms	Charge	Type	Tax Code
Test Addres	Local	00000	☑	☑	$ 0.00	Address	
Zone1	Local		☑	☑	$ 6.95	Map	
Zone2	Local		☑	☑	$ 8.95	Address	
FTD-ALBER	Wire Out		☑	☑	$ 0.00	Map	
FTD-BRITISH	Wire Out		☑	☑	$ 0.00	Map	
FTD-MANITO	Wire Out		☑	☑	$ 0.00	Map	
FTD-NEW B	Wire Out		☑	☑	$ 0.00	Map	
FTD-NEWFO	Wire Out		☑	☑	$ 0.00	Map	
FTD-NORTH	Wire Out		☑	☑	$ 0.00	Map	
FTD-NOVA	Wire Out		☑	☑	$ 0.00	Map	
FTD-NUNAV	Wire Out		☑	☑	$ 0.00	Map	
FTD-ONTARI	Wire Out		☑	☑	$ 0.00	Map	
FTD-PRINCE	Wire Out		☑	☑	$ 0.00	Map	
FTD-QUEBE	Wire Out		☑	☑	$ 0.00	Map	
FTD-SASKA	Wire Out		☑	☑	$ 0.00	Map	
FTD-YUKON	Wire Out		☑	☑	$ 0.00	Map	
USA	Wire Out	00000	☑	☑	$ 0.00	Postal Code	nterstate ▼
	Local	00000	☑	☑	$ 0.00	Postal Code	

[Pool Address]   [Apply]   [Undo]   [Remove]   [Remove All Tax Codes From Products]

Editing Outgoing Provincial Zones

For each outgoing provincial zone, you need to add a delivery charge and the overriding tax rate for each province.

Figure C-11: Delivery Zone Screen with Configured Zones

Zone Name	Delivery Type	ZIP Code	Active	Print Forms	Charge	Type	Tax Code
Test Addres	Local	00000	☑	☑	$ 0.00	Address	
Zone1	Local	00000	☑	☑	$ 6.95	Map	
Zone2	Local	00000	☑	☑	$ 8.95	Address	
FTD-ALBER	Wire Out	00000	☑	☑	$ 0.00	Map	GST with
FTD-BRITISH	Wire Out	00000	☑	☑	$ 0.00	Map	GST with
FTD-MANITO	Wire Out	00000	☑	☑	$ 0.00	Map	GST with
FTD-NEW B	Wire Out	00000	☑	☑	$ 0.00	Map	HST with
FTD-NEWFO	Wire Out	00000	☑	☑	$ 0.00	Map	HST with
FTD-NORTH	Wire Out	00000	☑	☑	$ 0.00	Map	GST with
FTD-NOVA	Wire Out	00000	☑	☑	$ 0.00	Map	HST with
FTD-NUNAV	Wire Out	00000	☑	☑	$ 0.00	Map	GST with
FTD-ONTARI	Wire Out	00000	☑	☑	$ 0.00	Map	GST with
FTD-PRINCE	Wire Out	00000	☑	☑	$ 0.00	Map	GST with
FTD-QUEBE	Wire Out	00000	☑	☑	$ 0.00	Map	
FTD-SASKA	Wire Out	00000	☑	☑	$ 0.00	Map	GST with
FTD-YUKON	Wire Out	00000	☑	☑	$ 0.00	Map	GST with ▼
USA	Wire Out	00000	☑	☑	$ 0.00	Postal Code	Interstate
	Local	00000	☑	☑	$ 0.00	Postal Code	

[Pool Address]   [Apply]   [Undo]   [Remove]   [Remove All Tax Codes From Products]

IMPORTANT   Do not add an overriding tax rate to your residing province.

For GST provinces, you should use the tax code you created for GST rate with no PST. The GST provinces are:

» Alberta

» British Columbia

» Manitoba

» Nunavut

» Ontario

» Prince Edward Island

» Quebec

» NW Territories

» Saskatchewan

» Yukon

For HST provinces, use the tax code create for HST rate with no PST. The HST provinces are:

» New Brunswick

» Newfoundland/Labrador

» Nova Scotia

Note   For call centers, overriding tax codes on outgoing zones may vary from the configuration above. Apply the appropriate tax rates to the zones.

Configuring an Wire Out Delivery Zones for GST Provinces

TASK **To set the correct tax code for wire out delivery zones for GST provinces:**

1 In **Mercury Administration**, access the **Delivery Zone** screen.

2 For a GST province (listed above) that has a value of FTD-PROVINCE (for example, **FTD-ALBERTA**), set the value of the **Tax Code** column to **GST with no PST**.

3 Repeat for all other GST provinces with labels beginning with **FTD-** *except for your local province*.

4 Click **Apply** to save changes before exiting this screen.

Configuring an Wire Out Delivery Zones for HST Provinces

TASK **To set the correct tax code for wire out delivery zones for HST provinces:**

1 In **Mercury Administration**, access the **Delivery Zone** screen.

2 For a HST province (listed above) that has a value of FTD-PROVINCE (for example, **FTD-NOVA SCOTIA**), set the value of the **Tax Code** column to **HST with no PST**.

3 Repeat for all other HST provinces with labels beginning with **FTD-** *except for your local province*.

4 Click **Apply** to save changes before exiting this screen.

Configuring Your Local Zone

You do not need to configure your local zone (step 3 in both of the previous procedures). Because of the tax hierarchy, if you do not configure local zone, the store default tax is used instead. See Tax Hierarchy on page C–9 for more details.

Associate Delivery Zone Fees

After you have created delivery zones and set up them up for wire out orders, you need to configure whether you want to charge a relay fee, a retrans fee, and/or a delivery charge automatically when you send a wire out order to each zone.

TASK **To associate delivery zone fees with the newly created zones:**

1 In **Mercury Administration**, access the **Delivery Zone Fee** screen.

2 For each zone you created, select whether you want to apply a relay fee and/or a delivery charge. Typically, all wire out zones will have both a relay fee and a retrans fee applied. You should only charge a retrans fee for Interstate Commerce (meaning orders sent to the U.S. will have a relay fee, a retrans fee, and a delivery charge). The relay fee is money for you to keep in a wire out transaction; the delivery charge is to help offset the cost of delivery for the filling florist and is transmitted to the filling florist along with the product amount.

3 Click **Apply** to save your changes before exiting this screen.

You can now close Mercury Administration.

Figure C-12: Delivery Zone Fees Screen

	Relay Fee	Retrans Fee	Delivery Charge
Wire Out	☑	☐	☑
Pick Up	☐	☐	☐
FTD-ALBERTA	☑	☐	☑
FTD-BRITISH COLUMBI	☑	☐	☑
FTD-MANITOBA	☑	☐	☑
FTD-NEW BRUNSWICK	☑	☐	☑
FTD-NEWFOUNDLAND	☑	☐	☑
FTD-NORTHWEST TER	☑	☐	☑
FTD-NOVA SCOTIA	☑	☐	☑
FTD-NUNAVAT	☑	☐	☑
FTD-ONTARIO	☑	☐	☑
FTD-PRINCE EDWARD	☑	☐	☑
FTD-QUEBEC	☐	☐	☑
FTD-SASKATCHEWA	☑	☐	☑
FTD-YUKON	☑	☐	☑
USA	☐	☑	☑

[Apply]　　[Undo]

Configure Local Tax Rates for Product Fees and Charges

Fees associated with outgoing orders typically should be taxed at the local tax rate, as opposed to the tax rate for the destination province. Specifically, relay or service fees charged by the local florist should be taxed at the local rate. Retrans fees for out of country orders should be non-taxable fees. There may be other non-taxable products as well.

Because the tax hierarchy gives priority to the zone delivery tax over the store tax, you must apply a product tax code to the fee or charge to ensure FTD Mercury applies the correct tax (product taxes have priority over zone taxes).

Configuring Product Taxes for Relay or Service Fees

TASK　　**To apply a product tax for relay or service fees:**

1. On the FTD Mercury Main Menu, in the **Search** area, click **Product**. The **Product Search** window opens.
2. In the **Search Parameters** area, enter a term (such as fee) and click **Search**.
3. From the results list, double-click the fee for which you want to set the tax code. The **Product Entry** window opens.
4. From the **Tax Code** list, select the tax code you want to apply (should be your local tax).
5. Click **Save** to save your changes.
6. Click **Escape** to close the window.
7. Repeat steps 3–6 for any additional fees you need to modify.
8. Click **Close** to close the **Product Search** window.

Figure C-13: **Configuring the Relay Fee**

Configuring Taxes for Retrans Fees

Retrans fees for out of country orders need to be set as non-taxable fees.

TASK   **To set the retrans fee as non-taxable:**

1   On the FTD Mercury Main Menu, in the **Search** area, click **Product**. The **Product Search** window opens.

2   In the **Search Parameters** area, enter `retrans` and click **Search**.

3   From the results list, double-click the **Retrans** fee. The **Product Entry** window opens.

4   From the **Tax Code** list, select **Interstate Commerce**.

5   Click **Save** to save your changes.

6   Click **Escape** to close the window.

7   Click **Close** to close the **Product Search** window.

Figure C-14: Configuring the Retrans Fee

Taxation of Incoming Orders

After you have made the previous configurations, incoming order taxation is maintained by FTD Mercury, which applies taxes for the province defined in the Store Settings screen in Mercury Administration.